

# Step One Cheat Sheet - Heart, Hand and Head

**Who We Are At Our BEST!**

**HEART**  
RESPONDS  
We build trust

**HAND**  
DIRECTS  
We guide

**HEAD**  
REFLECTS  
We collaborate

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**Who We Are At Our WORST!**

**HEART**  
DEFERS  
Giving-in too much!

**HAND**  
DEMANDS  
Expecting too much!

**HEAD**  
DETACHES  
Ignoring too much!

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## Heart, Hand, and Head Personal Worksheet

Worksheet 12.1. Interpersonal Modes that Support Coordination or Lead to Load Conditions

Interpersonal Modes That Support Coordination		
Heart /Responsive Mode/Giving Self/Defer	Hand/ Directive Mode/Assertive Self/Demand	Head/ Reflective Mode/Private Self/Detach
Parent follows the child's lead	Parent takes the lead	Parent takes observing stance
Parent can give to others and shift beyond own needs, modeling this shift when contextually appropriate	Parent can stand up for own needs in relation to others' needs, modeling this stance when contextually appropriate	Parent can self-reflect on personal meanings, using hindsight, insight, and foresight, modeling this reflective process when contextually appropriate
Parent provides warmth and engagement Child follows the parent's lead	Child asserts needs, wishes, desires Parent provides structure	Parent can patiently gather information
Both parent and child listen while the other is talking	Parent sets boundaries, limits, and logical consequences in a firm and clear way	Parent can offer a neutral stance and can contain own reactions; is thoughtful of the big picture; makes appropriate cause-effect links; is fair, logical
Both parent and child can offer mirroring and empathy when appropriate	Parent provides expectations	Parent guides and models problem-solving skills
Mutual empathy is present	Mutual respect for needs is present	Mutual willingness to participate in problem-solving
Interpersonal Modes That Can Contribute to Load Conditions		
Overaccommodating/Defer to Child's Wishes or Anxiously Controlling	Demanding	Detaching
Parent is consistently too permissive Parent "caves" under pressure Parent is chronically overanxious Parent is chronically overprotective of child Anxiously tries to please Anxiously shadows adult figure; clingy "Co-dependent" relationship Prone towards poor boundaries (e.g., adult placates abusive spouse; child complies with bullies)	Parent is consistently harsh with discipline Parent becomes increasingly rigid under pressure Too demanding (either child or parent or both) Explosive reactions (either child or parent or both) Reactions frequently escalate (either child or parent or both) Lacks empathy (either child or parent or both) Proned to abuse others (e.g., parent violates child's boundaries with harshness; child finds pleasure in harming others (or pets))	Parent is consistently avoidant Parent becomes increasingly unresponsive under pressure Parent remains detached toward child even when need is pressing Too cut off from emotions (either child or parent or both) Too detached (either child or parent of both) Shows pervasive indifference toward any relationship Lacks empathy and is disengaged (either child or parent of both)

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**HHH Reflection Individual Differences**

Heart Under Coordination	Hand Under Coordination	Head Under Coordination
Responsive Engagers	Directive Doers	Reflective Thinkers
<b>Heart Under Stress</b>	<b>Hand Under Stress</b>	<b>Head Under Stress</b>
Give too much Over accommodate	Demand too much Dominate and control	Detach too much Dismiss and ignore
<b>Body Under Stress</b>	<b>Body Under Stress</b>	<b>Body Under Stress</b>
Hypervigilance Fear, Anxiety	Crying, Anger, Rage Hyperactivity, Mania	Shut Down, Glazed Depression, Dissociation

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**Individual Assessment:** Please describe yourself or a client under conditions of who you are (s/he is) at your (his/her) best, when you (s/he) has the most **Coordination**.

There is no right or wrong answers. Notice in your descriptions if different contexts bring out different parts of yourself/themselves.

*Heart dynamics:*

*Hand dynamics:*

*Head dynamics:*

**Heart, Hand, and Head Patterns**

	Under Coordination	Under Stress
Heart 1s	Warm Empathic Connect Repair	Functional helper Share info. Make contact Cross-sector communication
Hand 2s	Assertive Directive, action oriented	Take the lead Confront Stand up Notice and share differences
Head 3s	Neutral Reflective Problem-solve	Learn, ask, & notice the impact
	Overly accommodating Overly controlling Anxious to fix things	Overly demanding Hostile attack Overly detached Overly dismissive Passive-aggressive anger Denial
	Dysfunctional rescuing	Blaming the victim Blaming the system Passive avoidance Antagonistic avoidance Denial of differences across domains

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